**INTERVIEW QUESTIONS: THE BLACK CARAVAN**

#### **Consent and Background**

1. Could you please provide your consent for us to use the shop’s information (e.g., shop name, structure, business process, and SSM certificate) for our academic project?
2. Could we record this interview and take pictures of the business for reference in our project documentation?

#### **About The Black Caravan**

1. Can you share the history and background of The Black Caravan?
2. What inspired the name and concept of the restaurant?
3. Who are the key team members running the business, and what are their roles?
4. How does the shop structure look, in terms of ownership and management?

#### **Business Operations**

1. What are the main objectives of The Black Caravan as a business?
2. Can you describe the current business processes, from sourcing ingredients from suppliers to serving end customers?
3. How do you manage your inventory and keep track of stock?
4. What methods do you use for receiving customer orders (e.g., dine-in, takeout, delivery)?
5. How do you process payments (e.g., cash, credit card, e-wallet)?
6. Are there any software or tools currently being used to manage the business?

#### **Supplier and Customer Interaction**

1. How do you select and manage relationships with your suppliers?
2. Do you have any formal agreements or forms used for supplier management?
3. How do you handle customer feedback and complaints?

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#### **Forms and Documents**

1. Can you provide blank forms used in the business, such as registration forms, order forms, or application forms?
2. Could we obtain a copy of your SSM certificate as proof of business registration?

#### **Future Plans**

1. Are there any plans to expand or franchise The Black Caravan?
2. What improvements or new processes are you considering implementing in the near future?

#### **Database-Specific Questions**

1. Do you guys have a database system to manage the business? (Mention we will use Oracle for our project)
2. What kind of information do you currently store about:
   * Customers?
   * Orders?
   * Products (menu items)?
   * Employees?
3. If you were to use a database system, what features or functions would be most helpful for your operations?

#### **Additional Questions**

1. What challenges do you face in managing your current operations?
2. Are there specific metrics or reports you would like to track for business improvement?

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### **Preparation Tips**

* **Introduction:** Begin by introducing yourselves, your project goals, and how their cooperation will help your academic work.
* **Consent:** Get explicit consent to use their data and take photos or recordings for the project.
* **Documents:** Be polite and professional when asking for sensitive documents like SSM certificates and forms.